



Phase I CAQH CORE 104: Eligibility and Benefits Testing Policy
version 1.1.0 March 2011

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GUIDING PRINCIPLES

- *The Phase I CORE 104 Eligibility and Benefits Testing Policy will be used to gain Phase I CORE certification only; it does not outline trading partner implementation interoperability testing activities.*
- *Third parties that have become CORE-authorized Testing Vendors through a standard CORE evaluation process will be used by interested parties to test for Phase I CORE Operating Rules compliance. CORE will authorize any testing entity that meets CORE's testing entity criteria. A key criteria in becoming a CORE-authorized Testing Vendor will be that the entity is capable of testing for all Phase I Operating Rules.*
- *A prerequisite for obtaining a stakeholder-specific Phase I CORE Seal will be the successful completion of a stakeholder-specific Phase I CORE Certification Test Suite, which will be demonstrated through proper documentation from a CORE-authorized Testing Vendor.*
- *All parties essential to the success of the eligibility transaction will be addressed in the Phase I CORE certification testing process: providers, health plans, clearinghouses, and vendors. Phase I CORE certification testing will vary by stakeholder type, e.g., provider, health plan, clearinghouses, vendors. Associations, medical societies and the like will not undergo certification testing as they are endorsers of CORE rather than certified entities.*
- *The Phase I CORE testing protocol will be scoped only to demonstrate conformance with Phase I CORE Operating Rules, and not overall compliance with HIPAA; however, each entity submitting an application for Phase I CORE certification will sign a statement affirming that it is HIPAA compliant to the best of its knowledge.*

POLICY

Section 1: Key Steps

Subsection 1.1: Step 1: CORE pre-certification, self-testing

- To prepare for certification, entities seeking Phase I CORE certification can review rules and conduct internal testing as they see appropriate.

Subsection 1.2: Step 2: Phase I CORE certification processing testing

- A CORE-authorized Testing Vendor performs testing with an entity seeking Phase I CORE certification based upon Phase I CORE testing criteria specific to the participant's stakeholder type.
- Testing entities would build the already-defined Phase I CORE Test Suite specification standards, and entities seeking Phase I CORE certification could work with the testing vendor of their choice to test and/or use a testing website developed by one or more of the companies to conduct their Phase I CORE certification testing. If website approach is taken, individual company testing results would not be shared publicly. The Phase I CORE Certification Test Suite will include scenario-based testing and expected outcomes.
- Phase I CORE Certification Test Suites will focus on current industry eligibility 'pain points' and therefore include testing for all of the Phase I CORE Operating Rules, including the following:

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Phase I CORE Operating Rule	Key Aspect of CORE Stakeholder-Specific Testing ¹			
	Providers	Health Plans	Vendors	Clearinghouses
Connectivity Rule	Yes	Yes	Yes	Yes
Response Time Rule: Batch and Real Time	Yes ²	Yes ²	Yes ²	Yes ²
270/271 Data Content Rule	Yes	Yes	Yes	Yes
Acknowledgements Rule: Batch and Real Time	Yes	Yes	Yes	Yes
Companion Guide	Yes	Yes	Yes	Yes
System Availability	Yes	Yes	Yes	Yes

Subsection 1.3: Step 3: CORE-authorized Testing Vendor verifies, with documentation, that an entity seeking Phase I CORE certification has successfully completed testing; participant can apply to CORE to obtain the Phase I CORE Seal by sending documentation to CORE. (Certification Process begins, please see Phase I CORE 102 Eligibility and Benefits Certification Policy version 1.1.0.)

Subsection 1.4: Step 4: Certification Testing Appeals Process

- Prior to any appeal being submitted, it is assumed efforts have already been taken to try and resolve the issue privately between an entity seeking certification and a CORE-authorized testing vendor, but efforts have not succeeded.
- In the event an entity seeking CORE certification is not satisfied with its testing results, it will be permitted to file a written appeal of the results to CORE, under the guidance of the Enforcement Committee (please see CORE 105: Eligibility and Benefits Enforcement Policy version 1.1.0.)
- CORE will have 20 business days to investigate the issue. If the appeal is deemed valid, CORE will ask the CORE-authorized testing entity to re-test the results in question within 21 business days of request.

¹ Entities will be tested under the stakeholder-specific test bed for which they want to receive Phase I CORE certification, e.g. health plan gets tested on health plan test bed in order to receive Phase I CORE Health Plan Seal.

² Certification in Phase I is not exhaustive. For example, as part of certification testing, these stakeholders will need to demonstrate their ability to capture response time statistics. The actual delivery of such statistics by a Phase I CORE-certified entity will only be required in response to a verified compliance complaint.